

AMENDMENT TO THE CLAIMS

1-29. (Cancelled)

30. (New) A portable information processor of remote diagnosis system for diagnosing by exchanging information with a support center system through a communication system comprising:

a communication unit for exchanging information with the support center system, and

a function unit housing for incorporating a detachable external unit,

wherein when the external unit is an inspection unit for inspecting the inspection object, the communication unit transmits at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data to the support center system, and receives the diagnosis result based on at least the inspection data and analysis data from the support center system, wherein

the function unit housing is provided with a reading device for reading a customer's credit information from any one of

customer's credit card,

customer's prepaid card,

customer's cash card,

customer's member card, and

customer's Internet settlement information,

the payment settlement information based on the customer's credit information is transmitted to the support center system by the communication unit.

31. (New) A portable information processor of remote diagnosis system for diagnosing by exchanging information with a support center system through a communication system comprising:

a communication unit for exchanging information with the support center system, and

a function unit housing for incorporating a detachable external unit,

wherein when the external unit is an inspection unit for inspecting the inspection object, the communication unit transmits at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data to the support center system, and receives the diagnosis result based on at least the inspection data and analysis data from the support center system,

wherein the communication unit transmits and receives information to and from the support center system by Internet line.

32. (New) The portable information processor of claims 30 or 31,

wherein the communication unit receives the data for inspecting the inspection object by the inspection unit from the support center system.

33. (New) The portable information processor of claims 30 or 31,

wherein the inspection unit is a unit different in each object of inspection.

34. (New) The portable information processor of claims 30 or 31,

wherein the inspection unit is a unit corresponding to plural objects of inspection.

35. (New) The portable information processor of claims 30 or 31, further comprising:
an input unit for receiving inspection data and analysis data from the inspection unit.

36. (New) The portable information processor of claims 30 or 31,
wherein the communication unit transmits and receives information to and from the support
center system by wireless means.

37. (New) A support center system of remote diagnosis system for diagnosing by
exchanging information with a portable information processor through a communication system
comprising:

a communication unit for exchanging data with the portable information processor,
an inspection data diagnosis unit for diagnosing based on at least one of inspection data and
analysis data received in the communication unit,

an inspector's information memory recording inspector's information including at least the
skill level and schedule of inspectors, and

a diagnosis job instruction unit for issuing a diagnosis job instruction to the inspector in
charge based on the inspector's information recorded in the inspector's information memory,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable
information processor.

38. (New) A support center system of remote diagnosis system for diagnosing by exchanging information with a portable information processor through a communication system comprising:

- a communication unit for exchanging data with the portable information processor,
- an inspection data diagnosis unit for diagnosing based on at least one of inspection data and analysis data received in the communication unit,
- a customer's information memory recording customer's information including at least the inspection request and address of customers, and
- a diagnosis job instruction unit for issuing a diagnosis job instruction to the inspector in charge based on the customer's information recorded in the customer's information memory,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable information processor.

39. (New) A support center system of remote diagnosis system for diagnosing by exchanging information with a portable information processor through a communication system comprising:

- a communication unit for exchanging data with the portable information processor,
- an inspection data diagnosis unit for diagnosing based on at least one of inspection data and analysis data received in the communication unit,
- a customer's information memory recording customer's information including at least the inspection request and address of customers,
- an inspector's information memory recording inspector's information including at least the skill level and schedule of inspectors, and

a diagnosis job instruction unit for issuing a diagnosis job instruction to the inspector in charge based on the customer's information recorded in the customer's information memory and the inspector's information recorded in the inspector's information memory,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable information processor.

40. (New) The support center system of remote diagnosis system of claims 37, 38 or 39, wherein the communication unit transmits the data for inspecting the object to the portable information processor.

41. (New) The support center system of remote diagnosis system of claims 37, 38 or 39, further comprising:

a repairing parts ordering unit for ordering shipment of repairing parts based on the diagnosis result of the inspection data diagnosis unit.

42. (New) The support center system of remote diagnosis system of claims 37, 38 or 39, further comprising:

a payment settling unit for settling the payment in concern with a financial institution based on the charge settlement information sent from the portable information processor.

43. (New) A remote diagnosis method for diagnosing by exchanging information between a support center system and a portable information processor through a communication system comprising the steps of:

installing an inspection unit for inspecting an object in a function unit housing of the portable information processor,

transmitting at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data from the portable information processor to the support center system,

returning the diagnosis result based on at least one of the inspection data and analysis data, from the support center system to the portable information processor,

installing a reading device in the function unit housing of the portable information processor,

reading the customer credit information of the reading device,

transmitting the charge settlement information to the support center system based on the customer credit information being read, and

claiming the charge of the corresponding service to the customer based on the received customer credit information by the support center.

44. (New) A remote diagnosis method for diagnosing by exchanging information between a support center system and a portable information processor through a communication system comprising the steps of:

installing an inspection unit for inspecting an object in a function unit housing of the portable information processor,

transmitting at least one of the inspection data collected by the inspection unit and the analysis data obtained by analyzing the inspection data from the portable information processor to the support center system, and

returning the diagnosis result based on at least one of the inspection data and analysis data,
from the support center system to the portable information processor,
wherein the communication system is an Internet line.

45. (New) The remote diagnosis method of claims 43 or 44, further comprising a step
of:

transmitting the data for inspecting the object of inspection to the portable information
processor.

46. (New) The remote diagnosis method of claims 43 or 44,
wherein the inspection unit is a unit different in each object of inspection.

47. (New) The remote diagnosis method of claims 43 or 44,
wherein the inspection unit is a unit corresponding to plural objects of inspection.

48. (New) The remote diagnosis method of claims 43 or 44,
wherein the communication system is a wireless communication system.

49. (New) A diagnosis method of support center system for remote diagnosis by
exchanging information with a portable information processor through a communication system
comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the
portable information processor,

returning the result of diagnosis to the portable information processor,
recording inspector's information including at least the skill level and schedule of
inspectors, and
issuing a diagnosis job instruction to the inspector in charge based on the recorded
inspector's information.

50. (New) A diagnosis method of support center system for remote diagnosis by
exchanging information with a portable information processor through a communication system
comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the
portable information processor,
returning the result of diagnosis to the portable information processor,
recording customer's information including at least the inspection request and address of
customers, and
issuing a diagnosis job instruction to the inspector in charge based on the recorded
customer's information.

51. (New) A diagnosis method of support center system for remote diagnosis by
exchanging information with a portable information processor through a communication system
comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the
portable information processor,
returning the result of diagnosis to the portable information processor,

recording customer's information including at least the inspection request and address of customers,

recording inspector's information including at least the skill level and schedule of inspectors,

diagnosing based on the inspection data received from the portable information processor, and

issuing a diagnosis job instruction to the inspector in charge based on the customer's information, the inspector's information, and the result of diagnosis.

52. (New) The diagnosis method of support center system of claims 49, 50 or 51, further comprising a step of:

transmitting the data for inspecting the object of inspection to the portable information processor.

53. (New) The diagnosis method of support center system of claims 49, 50 or 51, further comprising the steps of:

ordering repairing parts based on the result of diagnosis,

transmitting the results of ordering repairing parts to the portable information processor, and

informing the inspector of the date of delivery of repairing parts.

54. (New) The diagnosis method of support center system of claims 49, 50 or 51, further comprising a step of:

settling the payment in concern with a financial institution based on the charge settlement information received from the portable information processor.

55. (New) A support center system of remote diagnosis system for diagnosing by exchanging information with a portable information processor through a communication system comprising:

a communication unit for exchanging data with the portable information processor,
an inspection data diagnosis unit for diagnosing based on at least one of inspection data and analysis data received in the communication unit, and

a repairing parts ordering unit for ordering shipment of repairing parts based on the diagnosis result of the inspection data diagnosis unit,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable information processor.

56. (New) A support center system of remote diagnosis system for diagnosing by exchanging information with a portable information processor through a communication system comprising:

a communication unit for exchanging data with the portable information processor,
an inspection data diagnosis unit for diagnosing based on at least one of inspection data and analysis data received in the communication unit, and

a payment settling unit for settling the payment in concern with a financial institution based on the charge settlement information sent from the portable information processor,

wherein the diagnosis result of the inspection data diagnosis unit is returned to the portable information processor.

57. (New) A diagnosis method of support center system for remote diagnosis by exchanging information with a portable information processor through a communication system comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the portable information processor,

returning the result of diagnosis to the portable information processor,

ordering repairing parts based on the result of diagnosis,

transmitting the results of ordering repairing parts to the portable information processor, and

informing the inspector of the date of delivery of repairing parts.

58. (New) A diagnosis method of support center system for remote diagnosis by exchanging information with a portable information processor through a communication system comprising the steps of:

diagnosing based on at least one of the inspection data and analysis data received from the portable information processor,

returning the result of diagnosis to the portable information processor, and

settling the payment in concern with a financial institution based on the charge settlement information received from the portable information processor.